GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1719
ANSWERED ON:23.08.2007
STRANDED PASSENGERS
Singh Shri Chandra Bhushan

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether due to open sky policy being adopted by the Government the airports in the country have become more congested;

(b) if so, the steps being taken by the Government in this regard;

(c) whether the airlines are not helping the stranded passengers at the airports in the event of delay or cancellation of flights; and

(d) if so, the steps being taken in the regard?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) The unprecedented growth in air traffic, during the past three years, has posed a challenge to air infrastructure. This has led to congestion in air space and terminal capacity constraints, during peack hours, specially at Delhi and Mumbai airports.

(b) Various measures have been taken to remove the congestion at airports such as construction of high speed exit taxiways & parallel taxi-tracks, upgradation and improvement of ATC infrastructure, expansion and modernization of terminals, etc.

(c) & (d) In case of delays and cancellation, full service airlines provide adequate facilities to the passengers which include provision of food, hotel accommodation, conveyance, cash compensation, etc. Scheduled domestic airlines also have procedures to inform the passengers in advance and rescheduling them to next available flight. Airlines also refund the tickets as per their company policy.